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--- USPATENT-AMEND

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RESPONSE UNDER 37 C.F.R. § 1.116  
EXPEDITED PROCEDURE REQUESTED  
EXAMINING GROUP 2642  
PATENT

Customer No. 32,127  
Attorney Docket No. 00-5019

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

|   |   |                             |
|---|---|-----------------------------|
| In re Application of:                               | ) |                             |
| Douglas J. COWELL et al.                            | ) | Group Art Unit: 2642        |
| Application No.: 09/692,926                         | ) | Examiner: Agdeppa, Hector A |
| Filed: October 20, 2000                             | ) | Confirmation No.: 8386      |
| For: METHOD AND SYSTEM FOR<br>CALL CENTER SCREENING | ) |                             |

**MAIL STOP AF**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT**

In response to the Final Office Action mailed September 8, 2005, the period for response thereto extending through December 8, 2005, Applicants propose that this application be amended as follows:

**Amendments to the Claims** are reflected beginning on page 2 of this paper.

**Remarks/Arguments** begin on page 16 of this paper.